



METROPOLITAN
TRANSPORTATION
COMMISSION

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Memorandum

TO: Operations Committee

DATE: September 3, 2010

FR: Executive Director

W.I.: 1112

RE: Bay Crossings Contract: Nematode Holdings, LLC

Summary

Staff recommends that the Committee authorize the Executive Director to enter into a sole source contract with Nematode Holdings, LLC, to perform a variety of tasks at the Bay Crossing Store in the Ferry Building, including designing, purchasing, installing and maintaining a Real Time Sign System and support costs related to ClipperSM customer service and sales, and promotion of other MTC projects, in an amount not to exceed \$210,000.

Background

The Bay Crossings Store is uniquely positioned as the only retail outlet in the Ferry Building aimed at providing transportation information to the public. The Store currently provides information about public transportation in both print and electronic formats and sells ClipperSM cards and value, transit tickets and passes, and FasTrak[®] toll tags. The Bay Crossings Store currently dispenses MTC collateral about 511, ClipperSM, FasTrak[®] and other MTC customer service projects, as well as MTC's brochures, newsletters, annual reports and other outreach literature. The literature rack is available to the public 24 hours a day, seven days a week, so that even when the store is closed, visitors can access the information as they walk through the building.

In the fall of 2010, Bay Crossings will become a Clipper customer service location, which will enable the Store to provide in-person, on-the-spot resolution of card-related problems, as well as other customer service-related tasks such as issuing and registering cards, performing card balance inquiries and card replacement activities. The Bay Crossings customer service location will help reduce the number of requests made to the ClipperSM Service Bureau in Concord.

The Real Time Display System, which is part of the Regional Hub Signage Program, will provide both real time transit information to the public via four electronic displays located within the Ferry Building, as well as display printed transit guides and maps for connecting transit operators via a mobile kiosk. The real time transit information will include departure time information for operators providing transit connections in the Ferry Terminal area, such as ferries, Muni and BART. The Bay Crossings Store will manage the design, purchase, installation and maintenance of the displays and mobile kiosks.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a sole source contract with the Nematode Holdings, LLC in an amount not to exceed \$210,000 to design, purchase, install and maintain a Real Time Sign System and support costs related to ClipperSM customer service and sales, and promotion of other MTC projects.

Steve Heminger

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.: 1112

Contractor: Nematode Holdings, LLC

Project Title: Bay Crossings Support

Purpose of Project: Support costs related to MTC projects for FY 2010-11

Brief Scope of Work: Work related to Real Time Sign System, ClipperSM and other MTC projects and programs

Project Cost Not to Exceed: \$210,000

Funding Source: RM2 Capital, RM2 Operating

Fiscal Impact: Funds included in FY 2010-11 agency budget

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract to support costs related to MTC projects, and the Chief Financial Officer is authorized to set aside funds up to \$210,000 for such contract.

Operations Committee:

Amy Rein Worth, Chair

Approved: Date: September 10, 2010